

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: March 2017**

Category	February 2017	March 2017	% Change Feb. - March	March 2016	% Change 2016-2017
Total Accounts	1,875,717	1,876,842	0.06%	1,871,622	0.28%
Total Accounts Past Due	288,134	337,144	17.01%	213,743	57.73%
E.A. Eligible Accounts	119,881	125,367	4.58%	68,438	83.18%
E.A. Eligible Accounts w/Past Due Balance	44,613	47,783	7.11%	22,620	111.24%
Revenue of Past Due Accounts	\$ 66,679,106	\$ 70,721,266	6.06%	\$ 33,147,451	113.35%
Revenue of Past Due E.A. Eligible Accts	\$ 10,850,177	\$ 11,807,238	8.82%	\$ 4,604,464	156.43%
Disconnection Notices Issued	34,229	38,211	11.63%	32,017	19.35%
Disconnection Notices to E.A. Eligibles	711	2,403	237.97%	1,612	49.07%
Involuntary Disconnections	1,109	1,396	25.88%	1,587	-12.04%
Reconnections	670	748	11.64%	834	-10.31%
Accounts Determined Uncollectible	6,430	5,953	-7.42%	3,080	93.28%
Uncollectible E.A. Eligible Accounts	653	592	-9.34%	211	180.57%

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Category	Linn County REC (Electric Only)	Black Hills Energy f/k/a Aquila (Gas Only)	Liberty Energy f/k/a Atmos (Gas Only)
Total Accounts	29,246	140,919	3,658
Total Accounts Past Due	1,223	11,794	591
E.A. Eligible Accounts	241	8,200	384
E.A. Eligible Accounts w/Past Due Balance	92	512	102
Revenue of Past Due Accounts	409,810	\$ 3,059,965	\$ 138,787
Revenue of Past Due E.A. Eligible Accts	31,563	\$ 21,696	\$ 10,491
Disconnection Notices Issued	798	6,574	591
Disconnection Notices to E.A. Eligibles	76	43	0
Involuntary Disconnections	41	279	45
Reconnections	16	104	38
Accounts Determined Uncollectible	21	270	5
Uncollectible E.A. Eligible Accounts	0	163	0

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Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	394,521	196,870	579,527	532,101
Total Accounts Past Due	149,686	43,942	66,749	63,159
E.A. Eligible Accounts	38,166	18,559	32,042	27,775
E.A. Eligible Accounts w/Past Due Balance	17,771	6,254	11,811	11,241
Revenue of Past Due Accounts	\$ 44,963,900	\$ 8,468,288	\$ 6,842,579	\$ 6,837,937
Revenue of Past Due E.A. Eligible Accts	\$ 6,062,367	\$ 903,478	\$ 2,466,121	\$ 2,311,522
Disconnection Notices Issued	624	326	15,208	14,090
Disconnection Notices to E.A. Eligibles	189	90	1,070 *	935 *
Involuntary Disconnections	17	3	755	256
Reconnections	6	5	456	123
Accounts Determined Uncollectible	2,004	694	1,669	1,290
Uncollectible E.A. Eligible Accounts	273	100	34	22

\*MidAmerican notes that notice regarding eligibility for energy assistance received from agency after disconnection notice prepared and sent.